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2980: Network Connections Disappear after Installation of Acronis Backup & Recovery 10 on Windows Server 2008 x64 or Windows Vista x64

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Average: 4.3 (6 votes)



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Installation of Acronis Agent incorrectly modifies permissions for the DCOM netman service and changes its configuration in the Windows registry.

This article applies:

- Acronis Backup & Recovery 10 Advanced Server (Agent for Windows)
- Acronis Backup & Recovery 10 Server for Windows (Standalone)
- Acronis Backup & Recovery 10 Advanced Server - Small Business Server Edition (Agent for Windows)
- Acronis Backup & Recovery 10 Advanced Workstation
- Acronis Backup & Recovery 10 Workstation (Standalone)
- Acronis Backup & Recovery 10 Advanced Server - Virtual Edition (Agent for Windows)

The operating systems are:

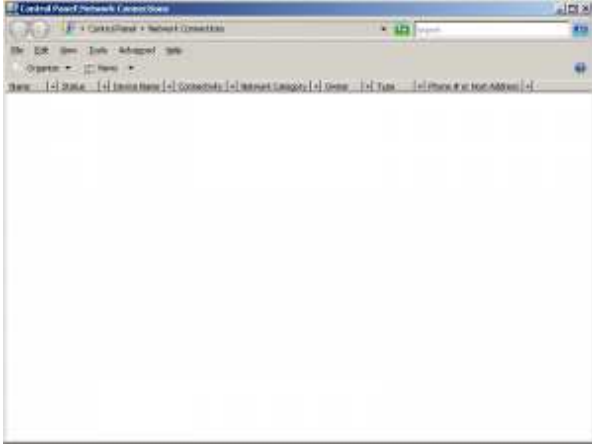
- Windows Server 2008 x64
- Windows Vista x64

Symptoms

1. You install [Acronis Backup & Recovery 10 Agent for Windows](#) on Windows Server 2008 x64 or Windows Vista x64;



2. After the installation, all Network Connections disappear (*Control Panel -> Network and Sharing Center -> Manage network connections*):



(!) Network is still available.

Cause

Installation of Acronis Agent incorrectly modifies permissions for the DCOM netman service and changes its configuration in the Windows registry.

Solution

(!) This has been fixed. The fix is available in the latest released build of Acronis Backup & Recovery 10. See [Downloading the Latest Build of Acronis Software](#).

To fix the issue without downloading the update, please do the following:

1. Download, unzip and run [x64_nic_fix.zip](#) to restore the correct settings for the netman object in the Windows registry;
2. Restore permissions for the DCOM netman service:

Hit *Start* -> *Run* and type in *dcomcnfg*

Browse down to *Component Services* -> *Computers* -> *My Computer* -> *DCOM Config* -> *netman*

Right-click on *netman* and choose *Properties*;

Go to *Security* tab;

Under *Launch and activation Permissions* select *Customize* and click *Edit*;

Make sure there are *LOCAL SERVICE* and *NETWORK SERVICE* in the list, and that both users have the below 2 permissions enabled (*Allow* boxes are checked):

Local Launch

Local Activation

Hit *OK* to apply all the changes;

The network adapters should now appear properly;

(!) In some cases it may be necessary to reboot the machine to fully apply all the changes.

More information

See:

- [Downloading the Latest Build of Acronis Software](#)
- [Installation of the Latest Update of an Acronis Product](#)

Did this information help you to resolve your issue?:

- Yes
- No
- I don't know

Was this information relevant?:

- Yes
- No

Was this information accurate?:

- Yes
- No

Was this information easy to read and understand?:

- Yes
- No

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